

COMMUNICATIONS DIRECTOR

DISTINGUISHING FEATURES

The fundamental reason the Communications Director position exists is to manage and direct a major division of the Information Systems Department. Work involves major and complex technical decisions regarding the City's fiber optics and cable infrastructure, the microwave radio systems, and the WAN/LAN communications network. Work assignments are very broad in scope and are performed with considerable independence. Work is performed under the general direction of the Chief Information Officer. This classification supervises the work of professional and technical staff within the I.S. function.

ESSENTIAL FUNCTIONS:

Oversees the design, planning and management of the City's telecommunication systems, network operations center and data communications infrastructure. Provides technical advice to the Chief Information Officer regarding long-range communication infrastructure plans, estimates, budgets and purchases.

Recommends and assists in the implementation of goals and objectives for the Communications Services function; plans, prepares and administers the section budget and participates in the administration of the division budget. Submits recommendations and justification for budget expenditures for new telecommunications equipment; anticipates future expenditures based on the City's network needs.

Oversees the coordination of the City's policy and practices as it relates to telecommunication issues including: private fiber optic infrastructure, wireless communication facilities, legislative and regulatory changes, and convergence of data networking, telephony, and cable industries.

Manages the supervision of the City's Information Systems network operations facilities, and administration of Information Systems contracts and maintenance agreements.

Develops and implements network administration and maintenance policies and growth standards required to operate a City-wide telecommunications network; plans network growth and realignment; works with City staff to ensure telecommunications needs are being met.

Supervises technical and professional staff involved in the design, operation, installation and maintenance of the telecommunications network infrastructure. Assigns and reviews the work of staff; participates in staff selection, training, and coaching.

Conducts research work to analyze technical data pertaining to extensive communications/telecommunications systems; develops network solutions to data transmission requirements.

Monitors system trends; keeps informed of current industry practices and technologies related to telecommunications, wireless communications, fiber optics and copper cable communications, and digital technology.

Contributes to meeting the City's performance goals and plans by taking personal responsibility for overall team results. Includes developing, implementing, and maintaining information systems, telecommunications, and integrating emerging technologies.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities:

Knowledge of:

Policies, practices and methods of telecommunications, maintenance and system management
Electronic communications field including digital computer communications systems and support equipment

Principles, capabilities, and operation of telecommunications systems, including voice and data transmission over VHF/UHF radio and microwave/multiplex point-to-point service

Preventative maintenance procedures for communications equipment, computers and peripheral equipment

Federal, state, and local regulations relative to installation and operation of communications/telecommunications systems

Management practices and procedures

Information Systems related terminology, practices and procedures

Data communications security and privacy techniques

Ability to:

Interpret City ordinances, rules and regulations, and make rational decisions in accordance with established policy.

Evaluate and resolve customer problems and issues.

Understand the design, installation and maintenance of communications or telecommunications systems and equipment

Prepare budgets, contracts, engineering service requests, and other information for continuous delivery of service

Review procedures and problems to develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, contractors, vendors, and the general public

Analyze, interpret, and present research findings.

Analyze specifications and instructions to develop appropriate systems and programs.

Prepare design specifications.

Conceive a variety of solutions to functional problems and to reduce abstract ideas to easily understood procedures.

Understand database organization access and retrieval technique.

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Education & Experience

Seven to ten years of experience in the design, installation and maintenance of communications or telecommunications systems and equipment including two years of supervisory experience and a bachelor's degree in business administration, electrical or telecommunications engineering, or computer science, or a related field. Other combinations of experience and education, which meet the minimum requirements, may be substituted.

FLSA Status: Exempt

HR Ordinance Status: Unclassified